



Health Services
LOS ANGELES COUNTY

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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners

May 2, 2013

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Michael D. Antonovich
Supervisor Don Knabe
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: REQUEST TO EXECUTE A NEW INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER FOR HELP DESK TECHNICAL SUPPORT – DEPARTMENT OF HEALTH SERVICES – HARBOR-UCLA MEDICAL CENTER

This is to advise you of my intent to request the Internal Services Department (ISD) to execute a new ITSSMA Work Order (Work Order) with a maximum obligation of \$162,000 to provide Help Desk technical support for the Department of Health Services (DHS) at Harbor-UCLA Medical Center (Harbor) and associated health centers.

In accordance with ITSSMA guidelines, prior notice to your Board is required for projects that will exceed \$300,000. This new Work Order and additional Work Orders related to this project exceed this threshold amount (see Attachment A).

BACKGROUND

Harbor Information Systems staff maintains numerous desktop computer workstations and peripherals and currently provides computer support to 3,700 users at Harbor and the four Coastal Cluster Health Centers. The recommended Work Order would provide contract technical staff to augment County staff in providing this support.



www.dhs.lacounty.gov

JUSTIFICATION

Currently, there are four full time employees and two contract technicians to maintain over 2,500 PCs and 800 peripherals (printers, CD-ROM drives, handheld systems, scanners, etc.) at six locations: Harbor, Long Beach Comprehensive Health Center, Bellflower Health Center, Family Health Center, Gardena High School, and Wilmington Health Center. Each technician currently supports approximately 550 devices.

In addition, DHS is implementing an enterprise-wide integrated Electronic Health Record System known as Online Realtime Centralized Health Information Database (ORCHID). In the summer of 2014, Harbor will be the first DHS facility to go live on ORCHID and there must be a PC refresh with 2,000 PCs replaced, and an additional 800 new PCs deployed.

There is not enough current technical staff at Harbor to support all of these customer service needs. DHS requested two (2) IT Technical Support Analyst II items in the Fiscal Year (FY) 2013-14 Budget, with the expectation that if approved, those items will be filled and Work Orders 04-2484 and 04-2498 can be allowed to expire. However, in order to ensure Harbor has sufficient IT resources to meet daily customer needs and support ORCHID implementation, it is essential that this new Work Order be executed. If not, Harbor will experience: 1) equipment downtime and a delay in ORCHID installation; 2) lost productivity from non-functioning equipment; 3) an adverse affect on patient care and patient safety where clinical staff depend heavily on PCs and peripherals to access mission critical systems to register, schedule, order tests, review results; and 4) a possible revenue impact where there may be a delay in medical record and billing coding and the ability to monitor quality measures, etc.

SCOPE

The scope of work, under the subject Work Order, includes desktop hardware support which encompasses hardware installation, configuration, troubleshooting, and repair of desktop computer systems and peripherals.

FINANCIAL IMPACT

The maximum obligation for this new, two year Work Order is \$162,000. The funds for this Work Order are included in DHS', Harbor FY 2013-14 Recommended Budget and will be requested in future fiscal years' budgets.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing the Board of our intention to proceed with this new Work Order. If no objection is received from your

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Board within ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the execution of the new Work Order.

If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer

5-13-13
Date

RELATED ITSSMA WORK ORDERS FOR HELP DESK TECHNICAL SUPPORT AT HARBOR

Work Order No.*	Description of Work	Start Date	End Date	Work Order Amount
04-2484	PC Support	2/06/2013	9/30/2013	\$150,000.00
04-2498	PC Support	2/07/2013	9/30/2013	\$150,000.00
New Work Order	Help Desk Technical Support	TBD	Two Years	\$162,000.00
GRAND TOTAL				\$462,000.00

* All Work Orders were competitively bid under ITSSMA.